



**Code: 3076**

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Relations

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## **CLASS TITLE: COORDINATOR OF COMMUNITY SERVICES**

### **CHARACTERISTICS OF THE CLASS**

Under direction, coordinates a variety of activities intended to develop local interest and leadership in community programs and services, and performs related duties as required

### **ESSENTIAL DUTIES**

- Develops recommendations for the improvement of various community service programs and presents same to departmental managers
- Reviews reports from unit offices reflecting trends, issues, and recommended actions regarding unemployment, housing, social services, and other community problems
- Works with the community through existing block clubs, school councils, and sports and cultural groups in order to seek means of solving community problems
- Refers problems and concerns to local social agencies equipped to deal with them
- Identifies problem areas and issues and prepares related reports
- Establishes and maintains good rapport between community institutions and the City
- Serves as liaison with community groups and represents the department at community meetings as required
- Assists with gathering and disseminating information about programs and activities
- Coordinates the establishment and maintenance of a central communications center during emergency situations to ensure proper practices and timely delivery of services
- Prepares periodic reports on the activities, status, and progress of various community programs
- Plans, coordinates, and oversees the administration of special and seasonal programs and activities

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Eight (8) years of community or social service work experience, **OR**
- Graduation from an accredited college with an Associate's degree in the Social Sciences or a directly related field, plus six (6) years community or social service experience, **OR**
- Graduation from an accredited college or university with a Bachelor's degree in the Social Sciences or a directly related field, plus four (4) years community or social service experience, **OR**
- Graduation from an accredited college or university with a Master's degree or higher in the Social Sciences or a directly related field, plus three (3) years community or social service experience

#### **Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment

**EQUIPMENT**

- Standard office equipment (e.g., phone, printer, copier, computers, mobile devices)
- Standard productivity suites (e.g., Microsoft Office Suite, Google Workspace, etc.)

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Considerable knowledge of:

- \*social services programs and resources
- promotional and public relations methods, practices, and procedures
- specialty program planning, development, coordination, and evaluation
- \*particular needs, issues, and concerns of specific communities or groups (e.g., the elderly, disabled persons, domestic violence victims, youth)
- \*social, developmental, cultural, economic, and legislative issues and trends impacting targeted populations

Some knowledge of:

- applicable federal, state, and local laws, regulations, and guidelines
- applicable computer software packages and applications

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

**Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- \*PERSUASION - Persuade others to change their minds or behavior
- \*SERVICE ORIENTATION - Actively look for ways to help people
- \*SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- DEMONSTRATE ORIGINALITY - Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
April, 2025